

# 1-800-BetsOff Help Line Monthly Activity Report

**October 2015**

Activity	#	Ave length
Hotline Calls	424	2 min
Live Chat	3	11 min

Day of Week	Hotline		Live Chat	
Monday	61	14%	0	0%
Tuesday	59	14%	1	33%
Wednesday	63	15%	0	0%
Thursday	71	17%	0	0%
Friday	75	18%	1	33%
Saturday	58	14%	0	0%
Sunday	37	9%	1	33%

Time of Day:	Hotline		Live Chat	
Midnight - 8 a.m.	54	13%	0	0%
8 a.m. - Noon	98	23%	0	0%
Noon - 4 p.m.	144	34%	3	100%
4 p.m. - 8 p.m.	95	22%	0	0%
8 p.m. - Midnight	33	8%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
			<b>Hotline</b>				<b>Live Chat</b>	
Casino banning	52	12%	19	4%	33	8%	2	100%
Gambler's Anonymous info	25	6%	7	2%	18	4%	0	0%
Need local # for treatment center	0	0%	0	0%	0	0%	0	0%
Other gambling related issue/?	0	0%	0	0%	0	0%	0	0%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	1	0%	1	0%	0	0%	0	0%
Treatment inquiry for self	58	14%	17	4%	41	10%	0	0%
Treatment inquiry for other	22	5%	9	2%	13	3%	0	0%
<b>*Sub-Total</b>	<b>158</b>	<b>37%</b>	<b>53</b>	<b>13%</b>	<b>105</b>	<b>25%</b>	<b>2</b>	<b>100%</b>
Information about line	1	0%	1	0%	0	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	87	21%	20	5%	67	16%	0	0%
Lottery issue/question	38	9%	23	5%	15	4%	0	0%
Other (wrong #, hang up, prank, etc.)	140	33%	11	3%	129	30%	0	0%
<b>Sub-Total</b>	<b>266</b>	<b>63%</b>	<b>55</b>	<b>13%</b>	<b>211</b>	<b>50%</b>	<b>0</b>	<b>0%</b>
<b>GRAND TOTAL</b>	<b>424</b>	<b>100%</b>	<b>108</b>	<b>25%</b>	<b>316</b>	<b>75%</b>	<b>2</b>	<b>100%</b>

Call Outcomes	Total		Iowa		Out of State and Unknown		Live Chat	
			<b>Hotline</b>				<b>Live Chat</b>	
Instructed to contact casino	90	21%	44	15%	46	16%	1	25%
Provided gambling assistance/counseling	14	3%	2	1%	12	4%	2	50%
Referred to IDPH/Website	1	0%	0	0%	1	0%	0	0%
Referred to Iowa Lottery	38	9%	17	6%	21	7%	0	0%
Referred to national #/out of state source	99	23%	2	1%	97	34%	0	0%
Referred to treatment provider	40	9%	40	14%	0	0%	0	0%
Request sent/referral to ISAIC	1	0%	0	0%	1	0%	0	0%
Supplied requested info	4	1%	3	1%	1	0%	0	0%
<b>Sub Total</b>	<b>287</b>	<b>67%</b>	<b>108</b>	<b>25%</b>	<b>179</b>	<b>42%</b>	<b>3</b>	<b>75%</b>
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc.)	142	33%	31	7%	111	26%	1	25%
<b>Sub Total</b>	<b>142</b>	<b>33%</b>	<b>31</b>	<b>7%</b>	<b>111</b>	<b>26%</b>	<b>1</b>	<b>25%</b>
<b>GRAND TOTAL</b>	<b>429</b>	<b>100%</b>	<b>139</b>	<b>32%</b>	<b>290</b>	<b>68%</b>	<b>4</b>	<b>100%</b>

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	<b>Total Referrals</b>			<b>Warm Hand Off</b>		
	Hot	Live Chat	Total	Attempted	Success	%
	Line #	#				
ADDS of Southeast Iowa	7	0	7	6	6	100%
Pathways	5	0	5	4	4	100%
Prelude	17	0	17	13	11	85%
Problem Gambling Recovery Services	0	0	0	0	0	0%
Community & Family Resources	2	0	2	1	1	100%
Family Services	1	0	1	1	1	100%
Jackson Recovery Center	3	0	3	2	2	100%
Compass Pointe	1	0	1	1	1	100%
Substance Abuse Services	3	0	3	3	3	100%
Prairie Ridge Treatment Center	1	0	1	1	1	100%
<b>TOTAL</b>	<b>40</b>	<b>0</b>	<b>40</b>	<b>32</b>	<b>30</b>	<b>94%</b>

